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ORIGINAL

ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

4700

Investigator: Guadalupe OrtizPhone: [REDACTED]Fax: [REDACTED]Priority: Respond Within Five DaysOpinion No. 2008 - 69365Date: 6/18/2008Complaint Description: 08A Rate Case Items - Opposed
N/A Not ApplicableFirst:Last:Complaint By: **Orville and Patrice** **Druehl**Account Name: Orville and Patrice DruehlHome: [REDACTED]Street: [REDACTED]Work: Arizona Corporation CommissionCity: YoungtownCBR:State: AZ Zip: [REDACTED]is:

JUN 19 2008

Utility Company: **Arizona - American Water Company**

DOCKETED BY

MN

Division:

Water

Contact Name:

Karl Wilkins

Contact Phone: (623) 815-3107Nature of Complaint:

REFERRED FROM CHAIRMAN GLEASON'S OFFICE (ALSO SENT TO COMMISSIONER MAYES, HATCH-MILLER, PIERCE & MUNDELL) - OPPOSED OPINION:

RE: Docket No. W-01303A-07-0209

From: ORVILLE E DRUEHL [mailto:[REDACTED]]

Sent: Wednesday, June 11, 2008 11:34 AM

To: Mayes-WebEmail

Cc: Hatch-WebEmail; Gleason-WebEmail; Pierce-Web; Mundell-Web

Subject: Re: Decision #70351

Arizona Corporation Commissioners:

As 21 year residents of Youngtown, AZ. we feel our safety is being compromised by having an inferior fire protection capability with inadequate fire flows and non-sufficient hydrants that limit our Fire Department to properly respond to fires.

We as Youngtown residents are in a real dangerous situation if a large fire were to break out. Our neighbors, Sun City Phase 1, evidently aren't concerned with their safety as they refuse to admit they don't have adequate protection either.

After having been an original appointee to the Fire Flow Committee I have listened to and respect all the decisions that have been made by the Fire Flow Committee. Safety and fire protection has always been number one.

We need you Commissioners to reconsider decision #70351 and order Arizona American Water Company to address the fire flow and hydrant deficiencies in Youngtown. We support a Fire Flow Cost Recovery Mechanism (FCRM), as it would apply to Youngtown.

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2008 JUN 19 P 2:11
AZ CORP COMMISSION
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ARIZONA CORPORATION COMMISSION
UTILITY COMPLAINT FORM

The very real possibility of a disaster is waiting to happen. Respectfully, we need your help and a positive decision

Sincerely,
Orville and Patrice Druehl

[REDACTED]
End of Complaint

Utilities' Response:

Investigator's Comments and Disposition:

6/18/2008 - Email from Customer:

June 18, 2008

RE: Arizona American Water Company ("AAWC")

Dear Orville and Patrice Druehl,

Your email dated June 11, 2008 regarding the Arizona American Water Company ("AAWC") rate case and fire flow proposal sent to Chairman Gleason, Commissioner Mayes, Mundell, Hatch-Miller and Pierce's office has been assigned to me for further handling. An opinion will be filed on your behalf and docketed with the Docket Control Center of the Arizona Corporation Commission ("Commission") to be made part of the record.

The concerns raised from customers, do assist the Commission in the investigation and review of the application. The Commission's independent analysis of the utility and its request attempts to balance the interest of the utility and its customers. Commission Staff is very sensitive to the burden that can be placed on the consumer, and though constitutionally required to allow a fair return to the utility, does everything within its authority to protect the consumer. Commission staff will take your comments and concerns into consideration.

Please feel free to call me directly at [REDACTED] or toll free at (800) 222-7000.

Thank you,

Guadalupe Ortiz
Public Utilities Consumer Analyst
Arizona Corporation Commission
Utilities Division

CLOSED

End of Comments

Date Completed: 6/18/2008

Opinion No. 2008 - 69365
